



## FPL's customer support during COVID-19

FPL understands how disruptive the coronavirus (COVID-19) pandemic continues to be and we remain committed to helping customers experiencing hardship.



### Help is just one phone call away

If you're experiencing hardship as a result of COVID-19, please know that FPL is here to help. You simply need to call us.

- » We're offering **payment extensions and waiving late fees** to help manage past-due FPL balances.
- » We're continuing to help connect customers with **financial assistance**.

### Financial assistance for customers experiencing hardship

Due to COVID-19, there's additional financial assistance available for customers through programs such as the Low Income Home Energy Assistance Program (LIHEAP). And, more customers are eligible due to the pandemic.

### Need Help?

Call FPL at **800-226-3545** to avoid disconnection for nonpayment.

We will continue working closely with customers to do everything we can to avoid turning the lights off for nonpayment, which is and has always been a last resort.



**More  
Financial Assistance**



**More  
Customers Qualify**



**Must Call  
To Get Help**